

Christina de Souza  
431 40TH ST APT 8  
OAKLAND CA 94609

Aug 29th 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose Sonic.net after years of frustration with AT&T. AT&T provided the worst internet and customer service ever and treated me very shoddily. I am sure that this was because they knew they were the only non-satellite dish provider available in my neighborhood.

I was so glad to see the Sonic.net booth at my neighborhood (Temescal-Oakland) street fair a few months ago. I have saved \$20 a month on my internet bill since then. And the switch over was very easy. Most importantly, the service people on the phone and in-person were polite, respectful and efficient--a 180 from what I had experienced with AT&T. Their AT&T service reps were outright combative and definitely callous on the phone.

I know firsthand that AT&T doesn't care about their customers. I used to live on 40th Street close to Piedmont Avenue, a few blocks from where I live now. There is a huge, high-rise senior center across the street. Every time it rained, the whole block or more had no phone service. This is when we could only get DSL via the phone line for internet so there was no internet either. This would happen every time it rained (which was more back then), from a few days' duration to more than a week at a time. I was told by AT&T customer service that AT&T was not going to repair a line down the block to resolve the issue. Instead, AT&T was okay with all of us being without phone service; it was ok for them to have their customers who paid bills on time to have no service for 25%+ each month of rainy season. I wrote a letter on behalf of myself and all the seniors across the street who didn't get out much and relied on the phone to stay in touch with family. I did not get a solitary response--not even a form letter. Can you believe it?

Also the recent disclosure or possibly fraudulent payments for influence on telecomm decisions in the current White House was dismaying to say the least.

I don't want to do business with AT&T. I want to have a choice. I use internet to stream videos and use Skype or FaceTime to stay in touch with family long distance so it is important for me to have broadband service and I want an alternate to AT&T because they do not treat their customers well at all.

I was so relieved finally to not have to deal with AT&T. They even screwed up my disconnection

of service. Another example: it took 8 months to resolve an overcharge on the bill and in the meantime they kept adding exorbitant late fees. This was because one of their departments did not properly notate the return of old equipment from me even though I had emailed them the signature of receipt provided by the courier service. This inconvenienced me so much and took many lunch hour phone calls to their customer service and billing. I kept getting transferred around every time. It was stressful and unnecessary.

My conclusion is that a company can only show this much contempt and disregard for their customers if they believe they are the only game in town or if they have foreknowledge that they will be able to squash the competition due to having an edge with decision makers like you.

I don't have a land line because I don't want to deal with AT&T!

I am very happy with my Sonic.net service. They provide much better customer service than AT&T. They treat me like a human being. I want Sonic.net and companies like them to compete against AT&T and to win the market share in my neighborhood, city and county. I will be rooting for them because they have dealt honestly and respectfully with me. This will keep pricing fairer as well.

- Christina de Souza

Christina de Souza